

CBP: Securing America's Borders

Do you desire to protect American interests and secure our Nation while building a meaningful and rewarding career? If so, the Department of Homeland Security (DHS) is calling.

DHS components work collectively to prevent terrorism, secure borders, enforce and administer immigration laws, safeguard cyberspace and ensure resilience to disasters. The vitality and magnitude of this mission is achieved by a diverse workforce spanning hundreds of occupations. Make an impact; join DHS.

Discover a challenging and rewarding career with the U.S. Customs and Border Protection (CBP), the sole organization responsible for securing the nation's borders. At CBP, we:

- Screen passengers, vehicles, and shipments entering our country
- Seize illegal narcotics, vehicles, and agricultural products
- Prevent unauthorized entry into the country
- Rescue individuals who fall into dangerous conditions traversing our border.

For more information about CBP's mission, activities, and careers, please visit our website at: <http://www.cbp.gov/>.

This position is ideal for a professional looking for an opportunity to be a part of a team that provides human resources support in the area of labor and employee relations. Apply for this exciting opportunity to strengthen the department's functions and the overall agency's mission.

Who May Apply: Status Candidates which include:

- Current federal employees serving under a career or career-conditional appointment in the competitive service or serving under a VRA appointment
- Former federal employees with reinstatement eligibility Persons
- Persons eligible for non-competitive appointment under special hiring authorities
- Persons eligible under Office of Personnel Management Interchange Agreement
- Veterans' preference eligible's or veterans who have been separated from the Armed Forces under honorable conditions after substantially completing at least three consecutive years of active duty
- For more information on these appointment eligibilities, Please visit http://www.opm.gov/hr_practitioners/lawsregulations/appointingauthorities/ or <http://www.opm.gov/staffingPortal/Vetguide.asp>
- For definitions of terms found in this announcement, please visit http://www.dhs.gov/xabout/careers/gc_1303762131481.shtm

Organizational Location: This position is with the Department of Homeland Security, U.S. Customs and Border Protection, Office of Human Resources Management, Labor and Employee Relations Division. There are three vacancies available for this position and will be filled in one of the following locations: San Francisco, CA, Denver, CO, Edinburg, TX, Laredo, TX, El Paso, TX, Burlington, VT, Detroit, MI, Buffalo, NY or Chicago, IL.

Relocation expenses **will not** be paid.

Note: One or more selections may be made using this vacancy announcement.

The salary shown above is the base pay for the GS-05 through GS-13. Salaries vary by grade level and are adjusted for the locality. The following link displays the locality pay tables by geographic area. If you do not see your geographic area listed select the last table titled, "Rest of the United States"
<http://www.opm.gov/flsa/oca/11tables/index.asp>.

Relocation Authorized: No

You must be a U.S. citizen to apply for this position
 You must successfully pass a background investigation
 Selective Service registration

In this position, you will perform the full range of labor and employee relation activities in support of management's goal to establish and maintain effective relationships with labor organizations that represent agency employees and improve the performance and efficiency of the organization. Typical work assignments include:

- Handling difficult issues surrounding advice and assistance to employees and managers, program administration, research and case management in matters related to conduct, performance, attendance, and dispute resolution;
- Negotiating and administering labor agreements and serving as management's representative in grievances, arbitration cases, and unfair labor practice charges;
- Providing guidance and consulting with management on administration of the negotiated agreement(s) and a variety of labor relations issues;
- Applying a wide range of labor and employee relations concepts, laws, policies, and analytical/diagnostic methods and techniques to address substantive technical issues or problems

characterized by complex, controversial, and sensitive matters, and ascertain their impact on the labor and employee relations program

You qualify for the GS-5 level if you possess one of the following:

1. Three years of progressively responsible experience, one year of which was equivalent to at least the GS-4 grade level, that demonstrates the ability to review documents and records for completeness and accuracy; gather pertinent data, and recognize solutions; research basic information; and providing general information concerning procedures and requirements; OR
2. A bachelor's degree (or a full 4-year course of study leading to a Bachelor's degree); OR
3. A combination of successfully completed post-high school education and experience. This will be calculated using your resume and unofficial transcripts or a list of courses/course hours submitted with your applications

You qualify for the GS-7 level if you possess one of the following:

1. One year of specialized experience that demonstrates the ability to serve as a trainee in the labor and employee relations area who provide basic information on common issues or problems such as routine leave, attendance, disputes, the grievance process, and procedural and regulatory requirements governing negotiated agreements; prepare input for inclusion in labor agreements on relatively uncomplicated labor-management proposals; and research the laws, regulations, and precedents for guidance on labor and employee relations issues; OR
2. A bachelor's degree with superior academic achievement, from an accredited college or university with a grade point average of 3.0 or higher on a 4.0 scale, class standing in the upper third of a graduating class or major subdivision, or membership in a national scholastic honor society; OR
3. One full year of graduate level education at an accredited or pre-accredited college or university; OR
4. A combination of successfully completed graduate level education and experience. This will be calculated using your resume and unofficial transcripts . Please click here for more information on combining education and experience, <http://www.opm.gov/qualifications/policy/ApplicationOfStds-05.asp>

You qualify for the GS-09 level if you possess one of the following:

1. One year of specialized experience that demonstrates the ability to serve as an advanced trainee in the labor and employee relations area who prepared labor agreements on relatively uncomplicated labor management proposals; review unit and employee representation, unfair labor practice, arbitration, negotiability, impasse, and other related issues; and provided information on procedural and regulatory requirements governing leave, attendance, and grievances; OR
2. A Master's degree or 2 full years of graduate education or a J.D. or L.L.B; OR
3. Combinations of successfully completed an excess of one year of graduate school education and experience. This will be calculated using your resume and unofficial transcripts or a list of courses/course hours submitted with your application

You qualify for the GS-11 level if you possess one of the following:

1. One year of specialized experience that demonstrates the ability to apply collaborative skills and approaches to labor relations such as labor-management partnerships, alternative dispute resolutions, interest-based bargaining, and facilitation; provide technical advice to management and unions on specific provisions of an existing negotiated agreement; apply employee relations principles, practices, and legal/regulatory requirements and analytical skills sufficient to provide current, correct information to managers and employees on issues or problems such as leave, attendance, disputes, and the grievance process; OR
2. A Ph.D or equivalent doctoral degree or three full years of progressively higher-level graduate education leading to such a degree; OR
3. Combinations of successfully completed graduate education and experience also may be used to meet the total qualification requirements.

Education to be substituted or combined must be from an accredited college or university and demonstrate the knowledge, skills and ability needed to do the work. One year of full time graduate education is considered to be the number of credit hours that the school attended has determined to represent 1 year of full-time study. If that information cannot be obtained from the school, 36 semester hours should be considered as satisfying the 2 years for the GS-09 and 54 semester or 81 quarters hours should be considered as satisfying the 3 years for the GS-11.

GS-12: You qualify at the GS-12 level if you possess one year of specialized experience that demonstrates the ability to:

- Communicate agency-wide labor relations policies/procedures to the organization serviced
- Conduct research to counter arguments during bargaining and union negotiations and draft settlement agreements;
- Advise managers on disciplinary or other corrective techniques for a range of conduct and performance problems;
- Explain conduct and performance rules to employees and their rights and obligations

GS-13: You qualify at the GS-13 level if you possess one year of specialized experience that demonstrates the ability to:

- Modify guidelines to resolve labor and employee issues
- Develop and recommend new policies regarding labor and employee relations
- Conduct research into cases to identify trends, patterns, or aggravating/mitigating circumstances
- Conduct probing and analysis to identify obscure or underlying causes of misconduct or poor performance
- Negotiate settlement agreements

Time-in-Grade: Current Federal employees must have served 52 weeks at the next lower grade or equivalent grade band in the Federal service.

The qualifications listed above must be met by TAG:Closing Date and are subject to verification at any stage of the application process.

Residency: If you are not currently a CBP employee, you must meet one or more of the following primary residency criteria for the last three years prior to applying to this announcement:

1. Resided in the United States or its protectorate or territories (excluding short trips abroad, such as vacations);
2. Worked for the United States government as an employee overseas in a federal or military capacity; or
3. Has been a dependent of a United States federal or military employee serving overseas.

Exceptions may be granted to applicants if they can provide complete stateside coverage information required to make a suitability/security determination. Examples include: the stateside addresses of anyone who worked or studied with the applicant while overseas; the company headquarters where the applicant's personnel file is located; professor(s) in charge of the applicant's "Study Abroad" program or; church records for the applicant's overseas church missions. Applicants must provide this information with their application for employment.

Human Resources will review your resume and supporting documentation to ensure you meet the minimum qualification requirements. If you meet the minimum qualifications, your knowledge, skills and abilities (KSAs) will be rated between 70 and 100 based on your responses to the online assessment. If you are eligible for placement under the Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP) eligibility, you must earn a score of 85 above to be considered well qualified.

The KSAs for this position are:

- Knowledge of labor and employee relations principles, laws and regulations sufficient to provide information regarding leave, attendance questions, and the grievance process
- Skill in researching applicable labor and employee relations laws and policies
- Ability to communicate orally to relay guidance to managers and employees

To begin your online application, click the "**Apply Online**" button and follow the prompts to register or sign into Application Manager. Your application packet must include a completed assessment questionnaire, a resume, and any applicable and/or required supporting documentation. Please see the "Required Documents" section below for additional information. All application materials must be submitted by 11:59pm Eastern Standard Time on TAG: Closing Date.

You are not required to submit official documentation as part of your application package. However, if selected, you must provide the required official documentation prior to appointment.

We strongly encourage you to apply online. If you cannot apply online, you may FAX your résumé, assessment questionnaire, and supporting documents to (478) 757-3144. You must print a copy of and document your responses to the assessment questionnaire TAG: Link to Full Questionnaire using OPM Form 1203-FX http://www.opm.gov/Forms/pdf_fill/OPM1203fx.pdf and use the official FAX cover sheet <http://staffing.opm.gov/pdf/usascover.pdf>.

If any part of your application is not received, it will be evaluated solely on the information available.

- **Resume:** A resume describing your job-related qualifications is required and must be in English. It must contain your full name, address, phone number, the last four digits of your Social Security Number, a detailed description of your duties and the dates you performed them (MM/DD/YY), as well as your work schedule and salary.
- **Completed online self-assessment questionnaire**
- **SF-50, Notification of Personnel Action:** With the exception of current CBP employees, ALL CURRENT AND FORMER FEDERAL EMPLOYEES MUST SUBMIT A COPY OF THEIR SF-50 (Notification of Personnel Action) showing competitive status: Tenure 1 or 2 in Block 24 and Position Occupied 1 in Block 34. The SF-50 should also reflect the highest grade held on a permanent basis or the full performance level of your current position, whichever is higher.
- **Transcripts** are required if basing any part of your qualifications on education or there is a positive education requirement. Education must be from an institution accredited by an agency recognized by the U.S. Department of Education. Education obtained from a foreign university or college is not creditable unless it has been evaluated by an organization that specializes in interpretation of education credentials. For a listing of accrediting agencies, please see <http://www.naces.org/members.htm>.
- **Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP) eligibility:** You must submit a separation notice; SF-50; an agency certification that you cannot be placed after injury compensation has been terminated; an OPM notification that your disability annuity has been terminated; or a Military Department of National Guard Bureau notification that you are retired under 5 U.S.C. 8337(h) or 8456. Information about ICTAP or CTAP eligibility can be found at http://www.opm.gov/Reduction_In_Force/employee_resources/ctap/index.asp.
- **If you are applying under a special veteran appointing authority,** you must submit a DD Form 214 showing the dates you served, your discharge type and the campaign badges or expeditionary medals you earned and a VA Disability Award letter dated 1991 or later (if applicable). Current federal employees applying under the VEOA authority must submit a qualifying SF-50 to show they meet time-in-grade requirements. If you are currently serving on active duty, you must submit a statement of service from your unit identifying the branch of service, period (s) of service, campaign badges or expeditionary medals earned, and the date you will be separated or on approved terminal leave. If selected for this position, your preference will be verified using your separation DD Form 214, as described above.
- **Veteran's preference points are not applicable to Merit Promotion announcements; veteran's documentation is requested only to verify eligibility.**

Special Appointing Authority: Separate referral lists will be generated for applicants eligible to be appointed under a non-competitive special appointing authority. Veterans, military spouses, Peace Corps/VISTA volunteers, and people with disabilities possess a wealth of unique talents, experiences, and competencies that can be invaluable to the DHS mission. If you are a member of one of these groups, you may not have to compete with the public for federal jobs. To determine your eligibility and to understand what documentation would be required with your application, please click on the appropriate link below. If you have any questions regarding your eligibility, please contact the Customer Response Interactive Services listed at the end of this job announcement.

- Veterans: <http://www.fedshirevets.gov/index.aspx>
- Military spouse: <http://www.fedshirevets.gov/job/shams/index.aspx>
- Individuals with Disabilities: <http://www.opm.gov/disability/PeopleWithDisabilities.asp>
- Peace Corps/VISTA and other miscellaneous hiring authorities: http://www.opm.gov/hr_practitioners/lawsregulations/appointingauthorities/

It is your responsibility to verify that information entered, uploaded, or faxed (i.e., resume, veterans documentation, completed assessment, and SF-50's) is received and accurate. Human Resources will not modify or change any part of your application. If a document is not in a legible format, you will not be able to view it in Application Manager and you must again upload or fax the documentation by the closing date of this announcement.

Applications and supporting documentation will not be accepted by mail or e-mail. The address below is for inquiries only. If you are unable to apply on-line, please contact the Hiring Center listed at the end of this job announcement at least two days prior to the closing date of this job announcement for further instructions. You may apply more than once; however, only your most recent application will be used.

Once the job announcement has closed, Human Resources will assess your experience and training, identify the best qualified applicants, and refer those applications to the hiring manager for further consideration and/or interviews. You will be notified by email upon completion of each step. Your status will also be updated on USAJOBS throughout the process. To check your status, log on to your USAJOBS account, click on "Application Status" and then click "More Information". If you are referred, you will receive a final notification of the disposition of the vacancy.

DHS offers competitive starting salaries and an attractive benefits package to include: health insurance, Thrift Savings Plan (similar to a 401(k)), Flexible Spending Account, retirement plan, life and long-term care insurance, Employee Assistance Program, personal leave days and paid federal holidays. Other benefits may include: flexible work schedules, telework, tuition reimbursement, transportation subsidies, uniform allowance, health and wellness programs, and fitness centers. DHS is committed to employee development and offers a variety of employee training and development opportunities. For more information, please go to www.dhs.gov/careers and select "Benefits".

Background Investigation: To ensure the accomplishment of our mission, CBP requires every employee to be reliable and trustworthy. To meet these standards, selected applicants will be required to undergo, and must successfully pass, a background investigation for placement into this position. This may include a polygraph examination, a review of financial issues, and disclosure regarding criminal offenses and illegal use or possession of drugs.

Promotion Potential: There is no obligation to provide future promotions to you if you are selected. Future promotions will be dependent on your ability to perform the duties at a higher level, the continuing need for an employee assigned to the higher level, and supervisory approval.

Probationary Period: All employees new to the federal government must serve a one year probationary period during the first year of his/her initial permanent federal appointment to determine fitness for continued employment. Current and former federal employees may also be required to serve or complete a probationary period.

CBP uses E-Verify to validate all newly hired applicants' ability to work legally in the United States. To learn more about E-Verify, please follow click this link: <http://www.uscis.gov/files/nativedocuments/e-ver-employee-rights.pdf>.